



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

02/16/23

09:29 AM

C2302010

Sang Hyeok Yim,

Complainant,

vs.

San Jose Water Company (U168W),

Defendant.

ECP Case (C.) _____

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
Sang Hyeok Yim 5060 Golden Drive San Jose CA 95129 T: 669-308-0957 E-mail: shyim0105@gmail.com	San Jose Water Company (U168W) Attn: John Tang, VP Regulatory Affairs & Government Relations 110 West Taylor Street San Jose CA 95110 T: 408-761-4795 E-mail 1: john.tang@sjwater.com E-mail 2: customer.service@sjwater.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

SANG HYEOK YIM

COMPLAINANT(S)

vs.

(B)

SAN JOSE WATER COMPANY

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES

☐ NO

Did you appeal to the Consumer Affairs Manager?

☒ YES

☐ NO

Has staff responded to your complaint?

☐ YES

☒ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$ 903.32

Is your service now disconnected?

☐ YES

☒ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
SANG HYEOK YIM	5060 GOLDEN DRIVE, SAN JOSE, CA, 95129	(669) 308-0957

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
SAN JOSE WATER COMPANY	110 W. TAYLOR SE., SAN JOSE, CA, 95110-2131	(408) 279-7900

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

I, Sang Hyeok Yim, have received bill for period from 09/19/2022 to 11/23/2022. But the bill was actually starts from 08/23/2022, so manager (or Supervisor) at San Jose Water Company, Matthew Motenson told me that the company will deduct water usage of 21 CCF between 8/23 and 9/22 out of total water usage of 60 CCF as a courtesy for mistaken bill on Dec. 14th call. The call was just inactive reaction for my first appeal to CPUC. At the end of the call I asked about when the company will send me a new bill and the manager replied that the new bill would be delivered to me soon (according to my memory, it was 'within a week'). However, I have never received or been able to find the new bill until this day. In the course of waiting I tried to reach out to the company and the manager several times from last Dec. to Feb. 1st 2023. Nevertheless I tried to be connected to the manager for further discussion, I have gotten no call backs or messages from the manager. Now I am worried that water supply to my residence would be suspended before there is any resolution that the manager commented in the last call to be deployed and I pay for the new bill.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

San Jose Water Company should revise mistaken bill according to the manager's proposal to me, which deduct water usage of 21 CCF and let me find a new bill so that I can pay for the water usage that my family and I have used without any suspension of water supply

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

San Jose Water Company should revise the previous bill considering the manager's proposal on Dec. 14th 2022 call and let me find the new bill. The manager proposed that the company will deduct 21 CCF out of 60 CCF of water.

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

~~shym0105@gmail.com~~ shym0105@gmail.com

(J)

Dated San Jose, California, this 1st day of February, 2023
(City) (date) (month) (year)


Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)**REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on Feb. 1st 2023, at San Jose, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) **NUMBER OF COPIES NEEDED FOR FILING:**

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

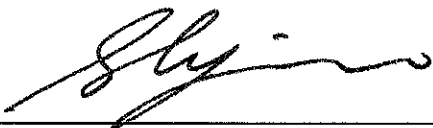
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

Feb. 1st 2023

Date

SANG HYEOK YIM

Print your name



**San Jose
Water
Company**

110 W. Taylor St.
San Jose, CA 95110-2131
(408) 279-7900
Office Hours: 8:00AM-5:30PM Mon.-Fri.
www.sjwater.com

Customer Name: SANGHYEOK YIM
Account Number: 0426607956-7
Bill Date: 12/01/2022
Amount Due: \$903.32
Payment Due By: 12/22/2022

BILLING INFORMATION

Service Address: 5060 Golden Dr
Billing Period: 09/19/2022 - 11/23/2022
Rate Code / Service Size: RES_T_B 3/4 Inch
Meter Reading
Previous Current Total CCF (748 Gal/CCF)
611 671 60

INFORMATION & ANNOUNCEMENTS

Your water use allocation this period is 25.400004 ccf. You used 60.000000 ccf. For conservation tips, please visit www.sjwater.com.

Pursuant to CPUC Decision 22-10-005 effective January 1, 2022, SJWC's 2022 revenue requirement is increased by \$25,074,000 or 6%. The monthly bill for the typical residential customer using 11 CCF will increase by \$1 from \$111 to \$112. Please visit www.sjwater.com/2022Rates for more information.

Learn more about SJW by reading our latest bill insert
www.sjwater.com/bill-insert.

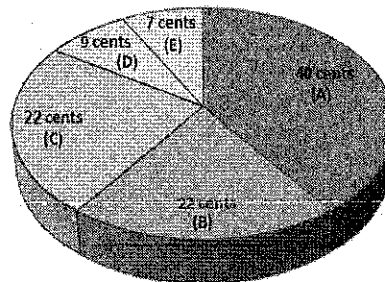
CURRENT CHARGES

Service Charge	\$110.32
Quantity Charges	
12.00000 X \$4.0002	48.00
12.00000 X \$5.7175	68.61
36.00000 X \$8.8213	317.56
Drought Surcharges	
34.60000 X \$8.8213	305.21
Safe Drinking Wtr Ln 2006-B	0.08
Safe Drinking Wtr Ln 2008-B	0.04
Rate Assist Prog Surcharge-B	3.14
2020 PRVMA Surcharge	0.53
PUC Surcharge 1.43%	12.20
City Utility Users Tax 5%	43.28
Drought Credit	5.65CR
Current Charges	903.32
Previous Balance	0.00
No Payments Received	0.00
Total Due	\$903.32

CONSUMPTION HISTORY

	Units (CCF)	Gallons	Days	Gal/Day
Current	60	44880	66	680
Last Year	0	0	0	0

WHERE YOUR DOLLAR GOES



(A) Water Supply Costs
(B) System Improvements
(C) Operating Costs
(D) Cost of Capital
(E) Taxes and Fees



**San Jose
Water
Company**

Please Return This Portion With Your Payment

SB221202.009-1420-000001132

Bill Date: 12/01/2022
Account Number: 0426607956-7
Service Address: 5060 Golden Dr

PAYMENT DUE BY:

12/22/2022

TOTAL DUE

\$903.32

AMOUNT ENCLOSED

001420 000001132
SANGHYEOK YIM
5060 GOLDEN DR
SAN JOSE CA 95129-4241



Make Payment to:

SAN JOSE WATER COMPANY
PO Box 7045
Pasadena CA 91109-7045